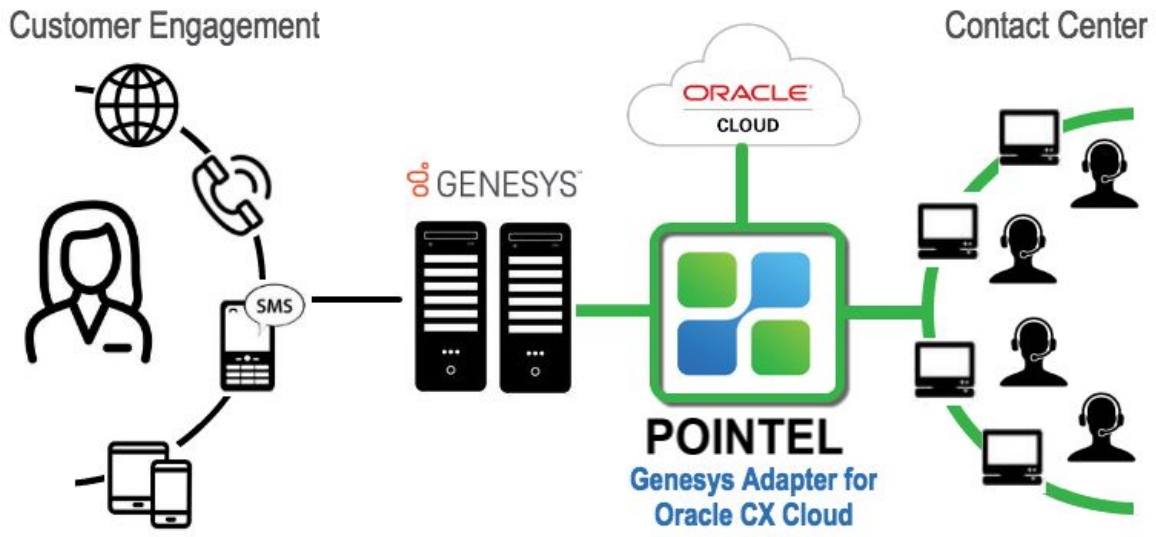
POINTEL
Success Guaranteed

Genesys Adapter for Oracle CX Cloud

Pointel elevates customer experiences with the Genesys Adapter for Oracle CX Cloud, bridging these powerful systems so your contact center can handle real-time interactions efficiently and consistently.

Oracle CX Cloud customers who utilize Oracle Cloud Marketing, Sales, Service, Social, and CRM SaaS Applications, and who rely upon Genesys for contact center solutions, can conveniently conjoin these systems by implementing the Pointel adapter. Your agents can engage customers across telephony and digital channels to dramatically improve sales, customer retention and brand value with the Genesys Adapter for Oracle CX Cloud.



The Genesys Adapter for Oracle CX Cloud unifies business systems, synchronizes inbound customer data and augments it with information, including last interactions and interests, as contact between your agents and customers aren't just interactions--they're solutions.
By connecting these powerful systems, the adapter handles omni-channel real-time experiences to maximize customer value. It helps your agents become more effective by automating activities, displaying reports, and sharing customer insight.

Request a demo of the Genesys Adapter for Oracle CX Cloud today.
www.pointel.com (732) 744-0440 sales@pointel.com

Ready-to-Deploy

The off-the-shelf adapter adds immediate value in successful customer experiences. The adapter is pre-built, packaged and ready-to-deploy, and Pointel can install and support or simply train your IT to deploy and manage it.

Seamless and User Friendly

The adapter is built with Oracle and Genesys software development kits, producing deep integration advantages for agents and customers. The adapter bridges the data between the two system and automates custom workflow before the agent interacts with the customer. This cohesive automated call experience eliminates redundancy and human errors between the systems.

Customizable

Unify, sync, and augment customer data for customized interaction-flow between your agents and customers. Contact center managers can design the perfect user flow and create a brand of winning customer experiences.

Key Features

MINIMIZE CUSTOMER EFFORT
Eliminate customers entering repetitive information saving time and frustration

MORE EFFICIENT AGENTS
Unify customer data, activity, insights & next steps automatically

UNIFIED AGENT DESKTOP
Streamline all Oracle and Genesys system information into a unified desktop screen

COMPREHENSIVE COVERAGE
Inbound/outbound phone, email, SMS, and chat

MAXIMIZE CUSTOMER ENGAGEMENT
Connect the full Oracle CX Cloud suite and capitalize upon loyalty, sales and marketing campaigns.

READY FOR IMMEDIATE USE
Pointel's adapter is production environment ready, it bridges powerful systems, and it streamlines customer-facing efforts.

Agent-Focused And Customer Centric

Equipping agents with visibility of customer history prepares them with an understanding of customer needs, reducing effort from both parties and galvanizing customer loyalty. The adapter customizes and automates activities--displaying contextual information and showing customer insight at a glance. The agents on your front line will be ready to greet customers and address their needs swiftly.

Summary

Pointel's Genesys Adapter for Oracle CX Cloud minimizes handle time and costs, and eliminates possibilities for user error. The adapter keeps customer communication smart and quick, strengthening the customer's experience, and ultimately, their loyalty and increasing revenue. **Contact Pointel today for a demonstration.**

About Pointel

Pointel is a contact center systems integrator specializing in implementing end-to-end Genesys contact center solutions. Pointel helps clients increase contact center efficiency and performance.

The strength of Pointel is its technical capability to take up challenging projects and deliver them on time and on budget.

Since 1999, Pointel has implemented an impressive number of Genesys solutions with a 100% success record.

Pointel provides system integration for Amdocs (Clarify), Microsoft CRM, Salesforce.com and Oracle.

Pointel's Solutions

- Genesys Monitoring and Change Management (CMS)
- Dynamic Contact Center Manager for Supervisors
- Workspace Adapters for Trizetto Facets, Pega, Epic, Salesforce.com, NICE and more
- Survey solution and more

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